



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Re Application of David C. Curtis and Christopher Selwood

Serial No.: 09/748,837

Group Art Unit:

Filed: 12/27/00

Examiner:

For: **FULLY INTEGRATED SERVICE MANAGER WITH AUTOMATIC FLOW-THROUGH INTERCONNECTION**

**SUBMISSION OF CORRECTED APPLICATION PAPERS  
UNDER 37 C.F.R. 1.84**

Commissioner for Patents  
Washington, D.C. 20231

Dear Sir:

Enclosed are the following items for filing in the above-referenced U.S. Patent Application:

1. Substitute drawings (8 figures, 8 sheets) in compliance with 37 CFR 1.84.

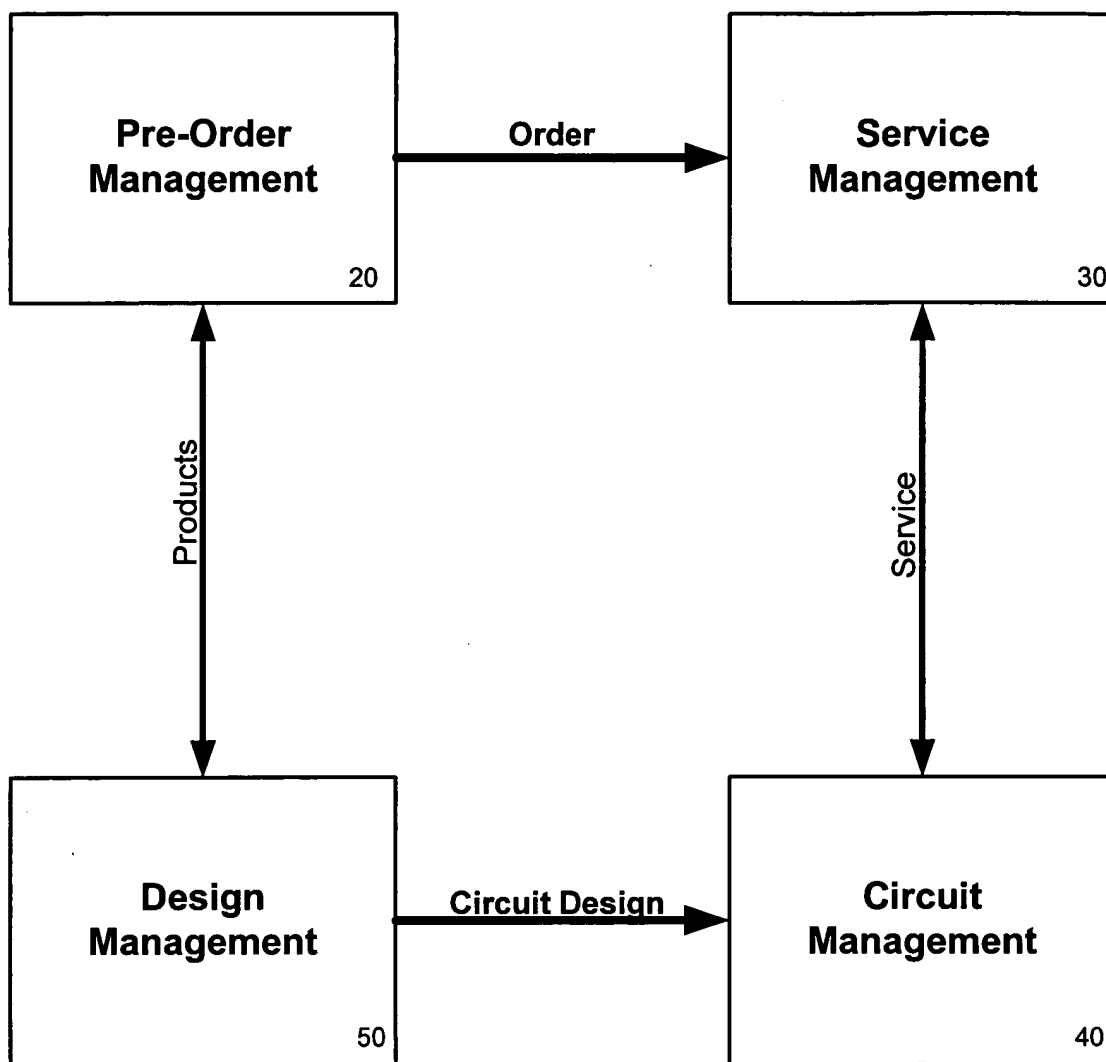
Having now complied with all of the requirements of 37 C.F.R. 1.53, applicant respectfully requests that this application be placed upon the files for examination.

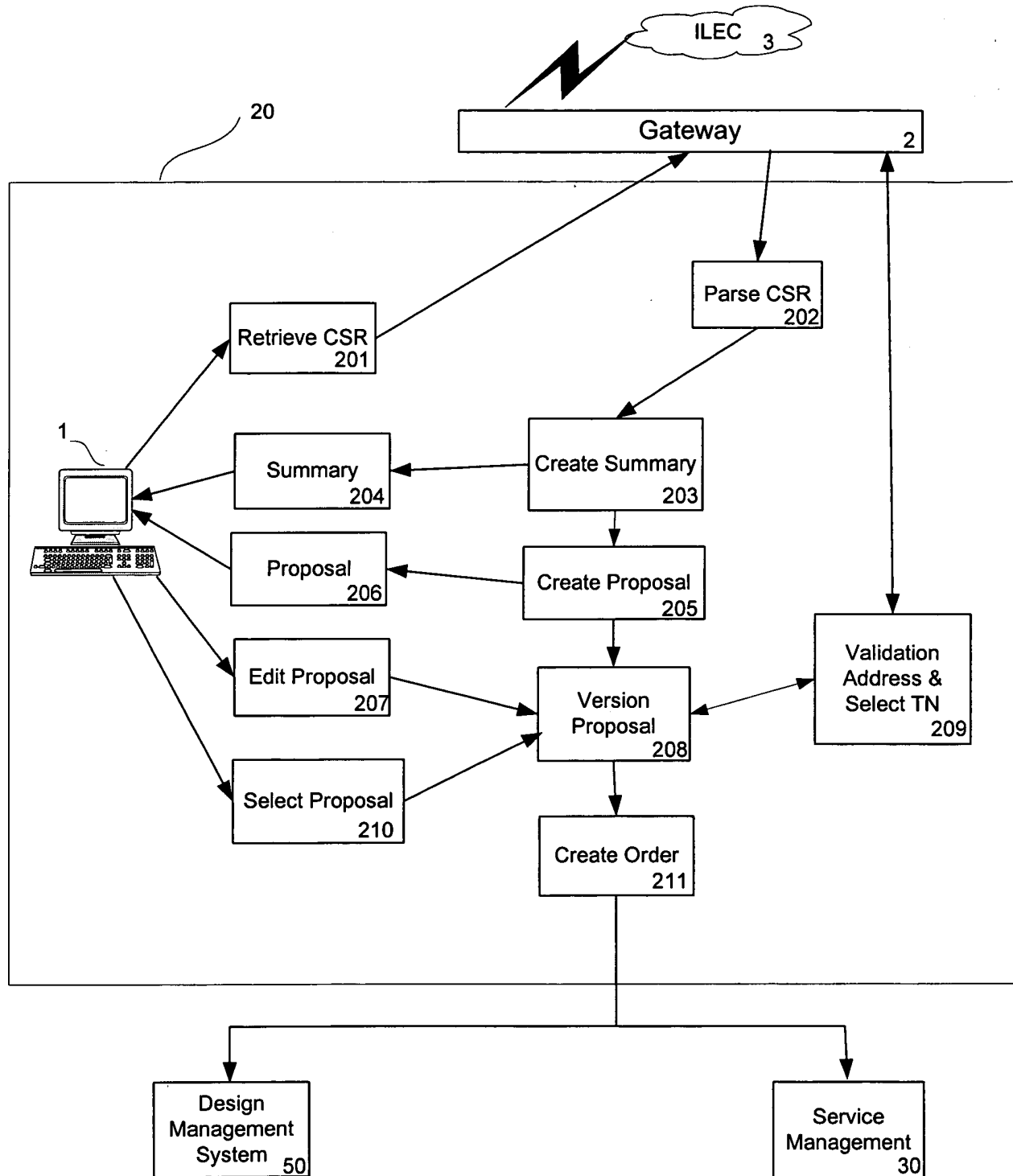
Respectfully submitted,

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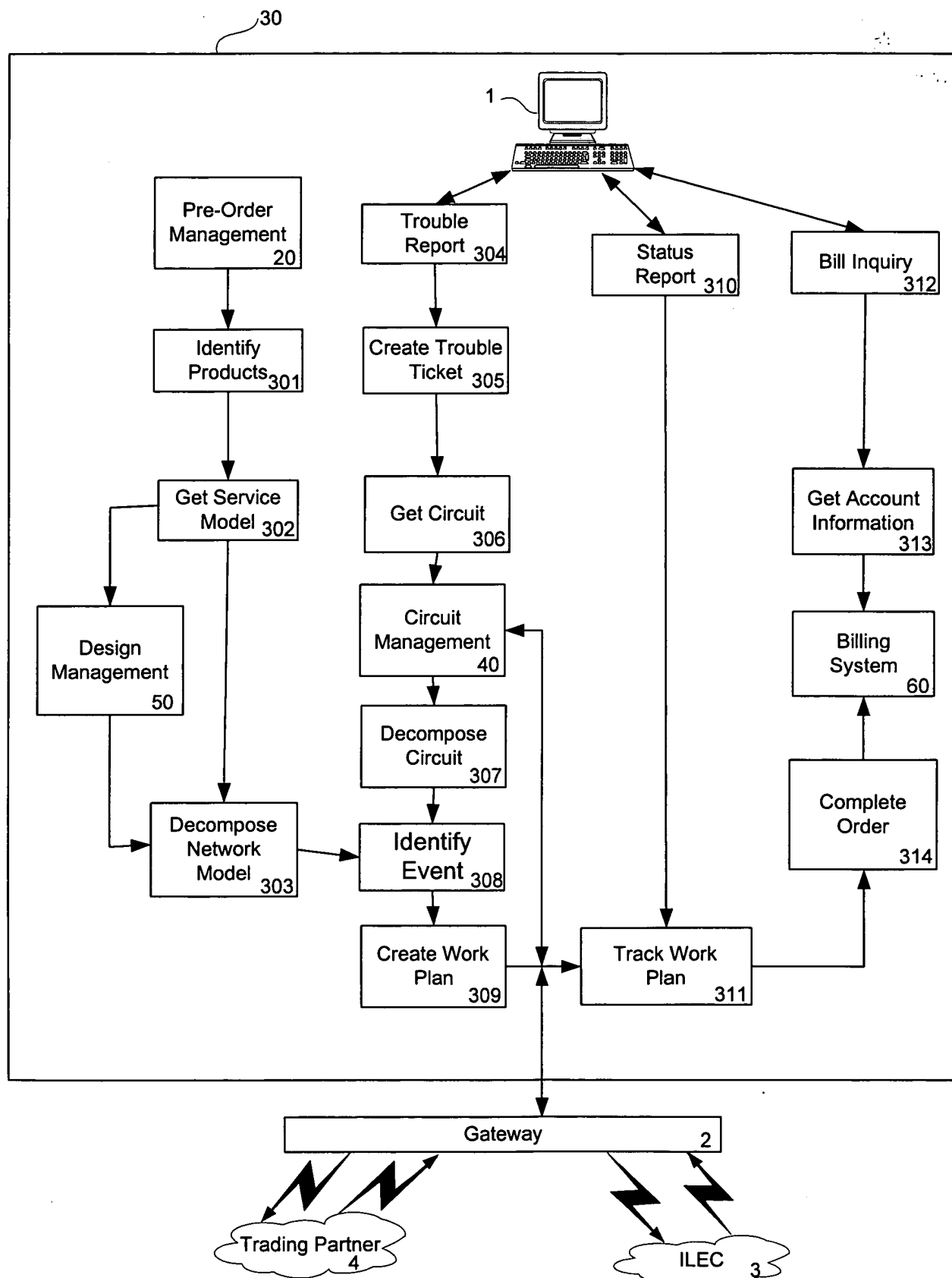
June 21, 2001

Atty. Docket No. 2576-001

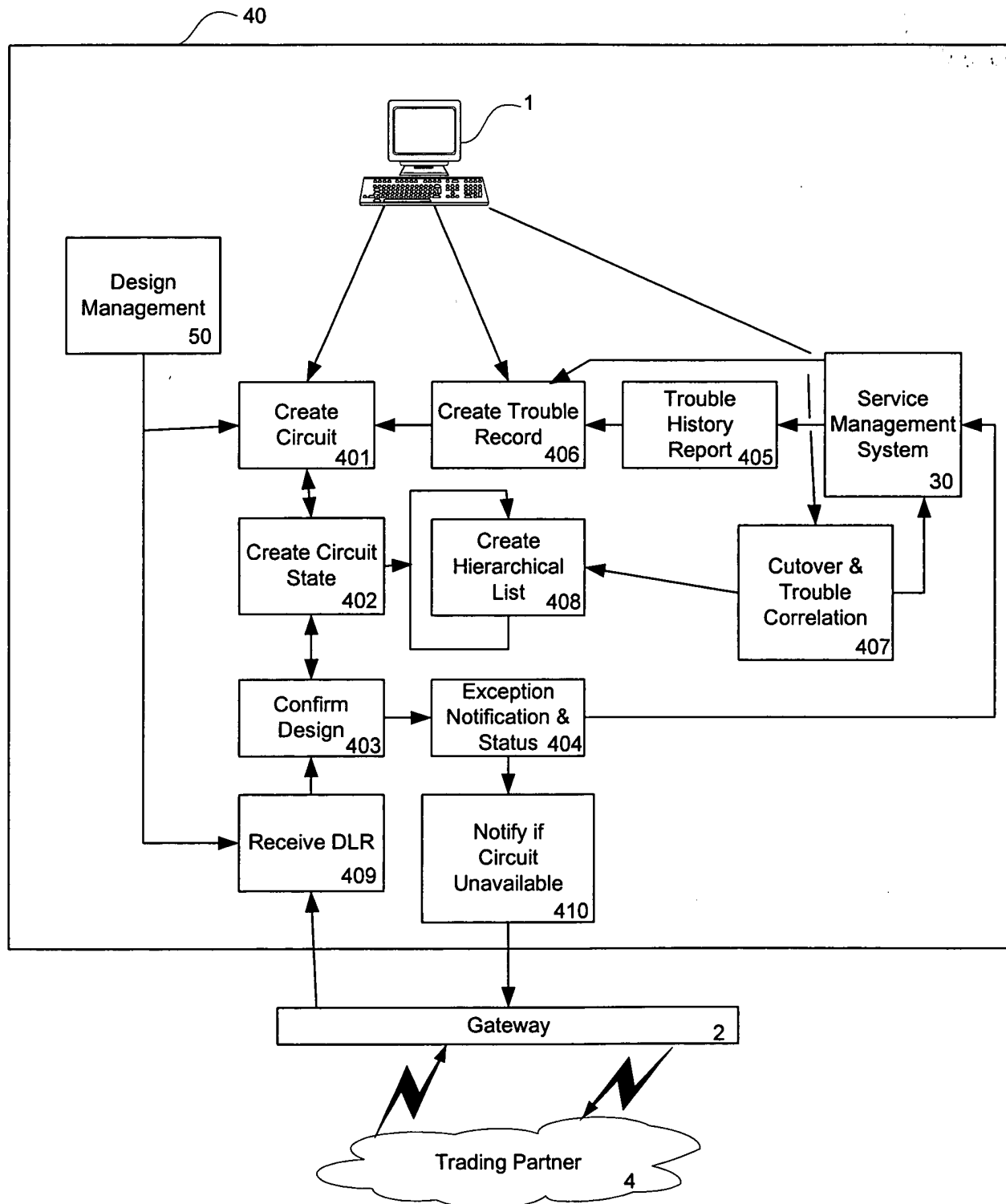




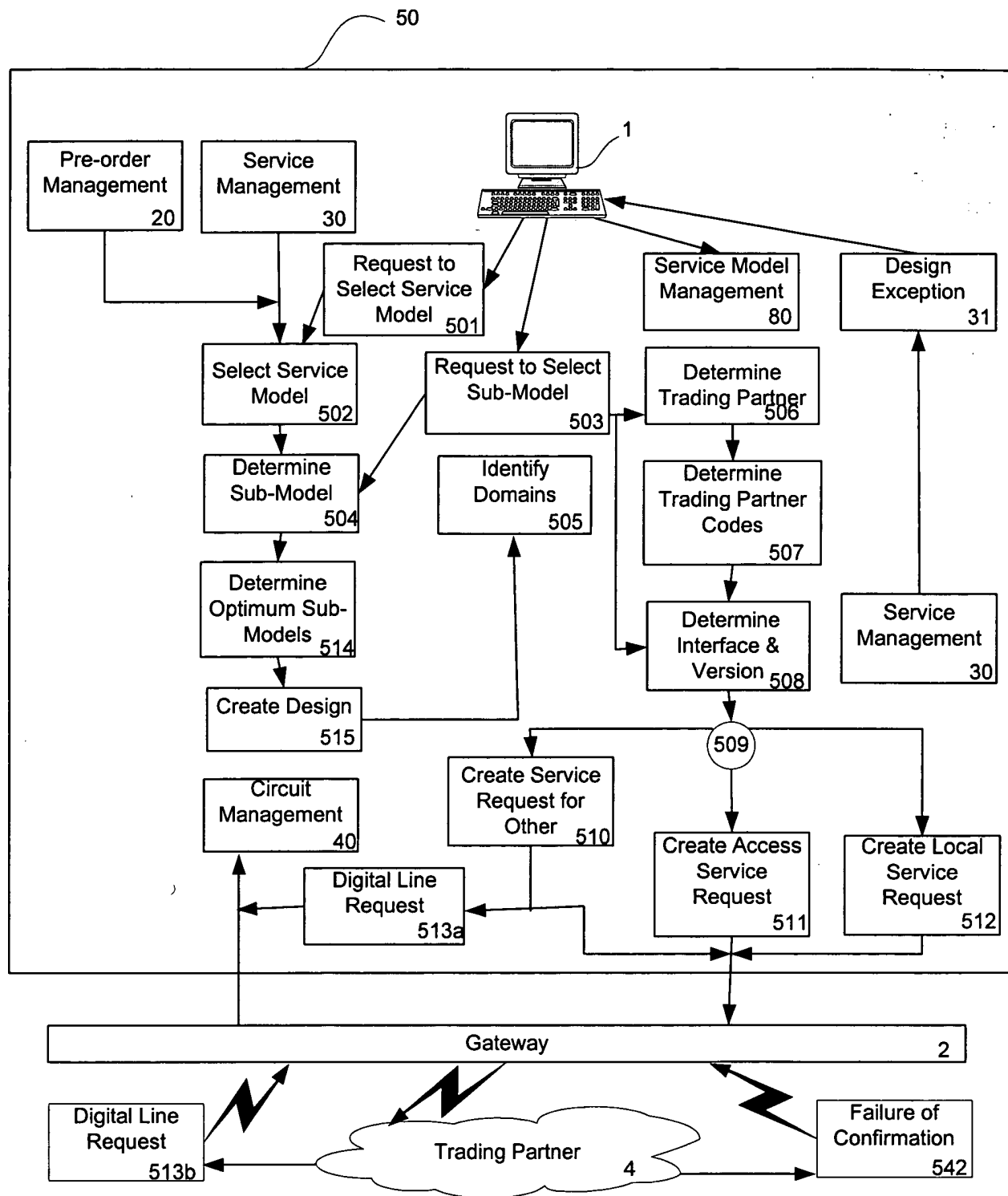
**Figure 2 - Pre-Order Management System**



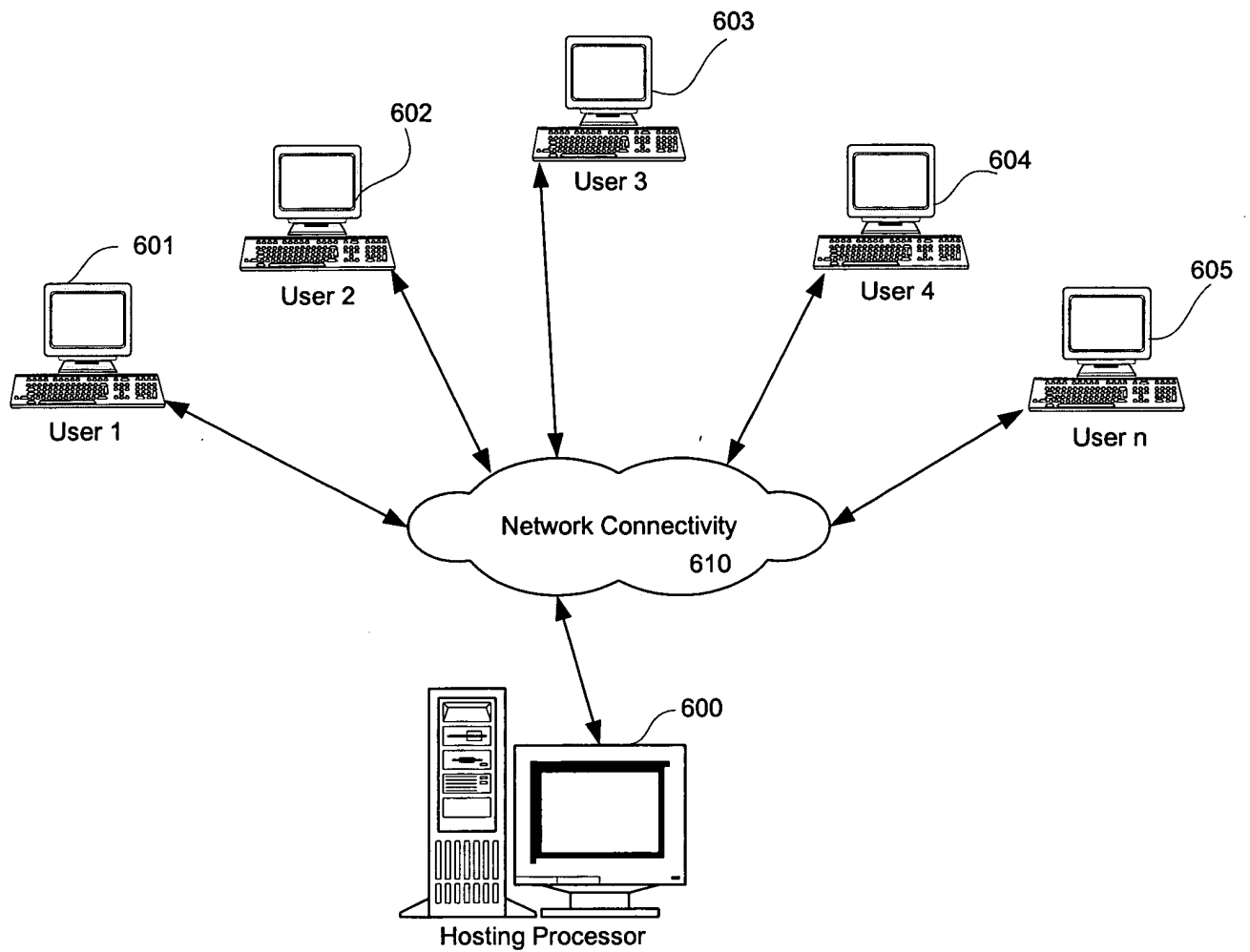
**Figure 3 - Service Management System**



**Figure 4 - Circuit Management System**



**Figure 5 - Design Management System**



**Figure 6 - Networked Service Manager**

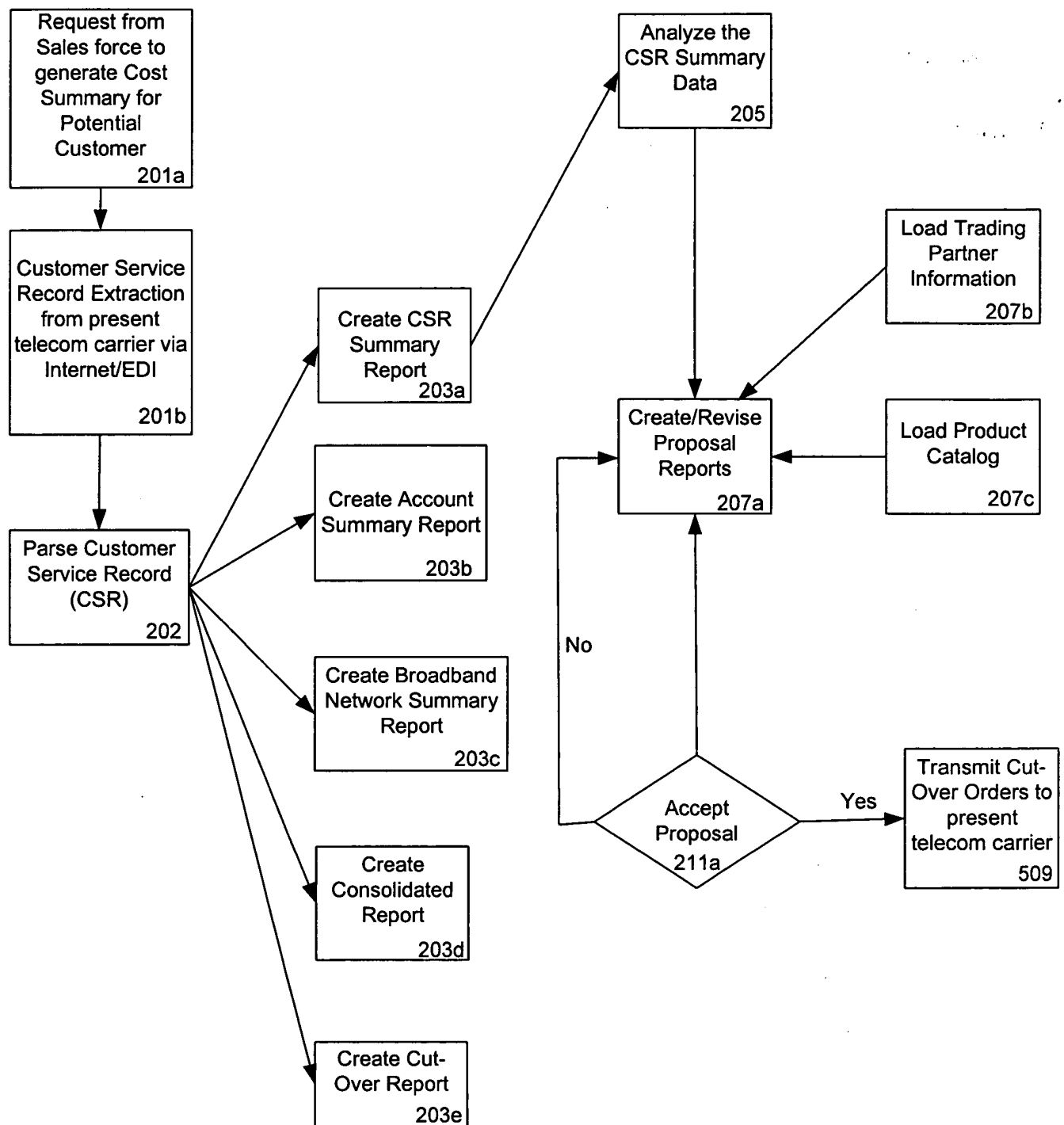
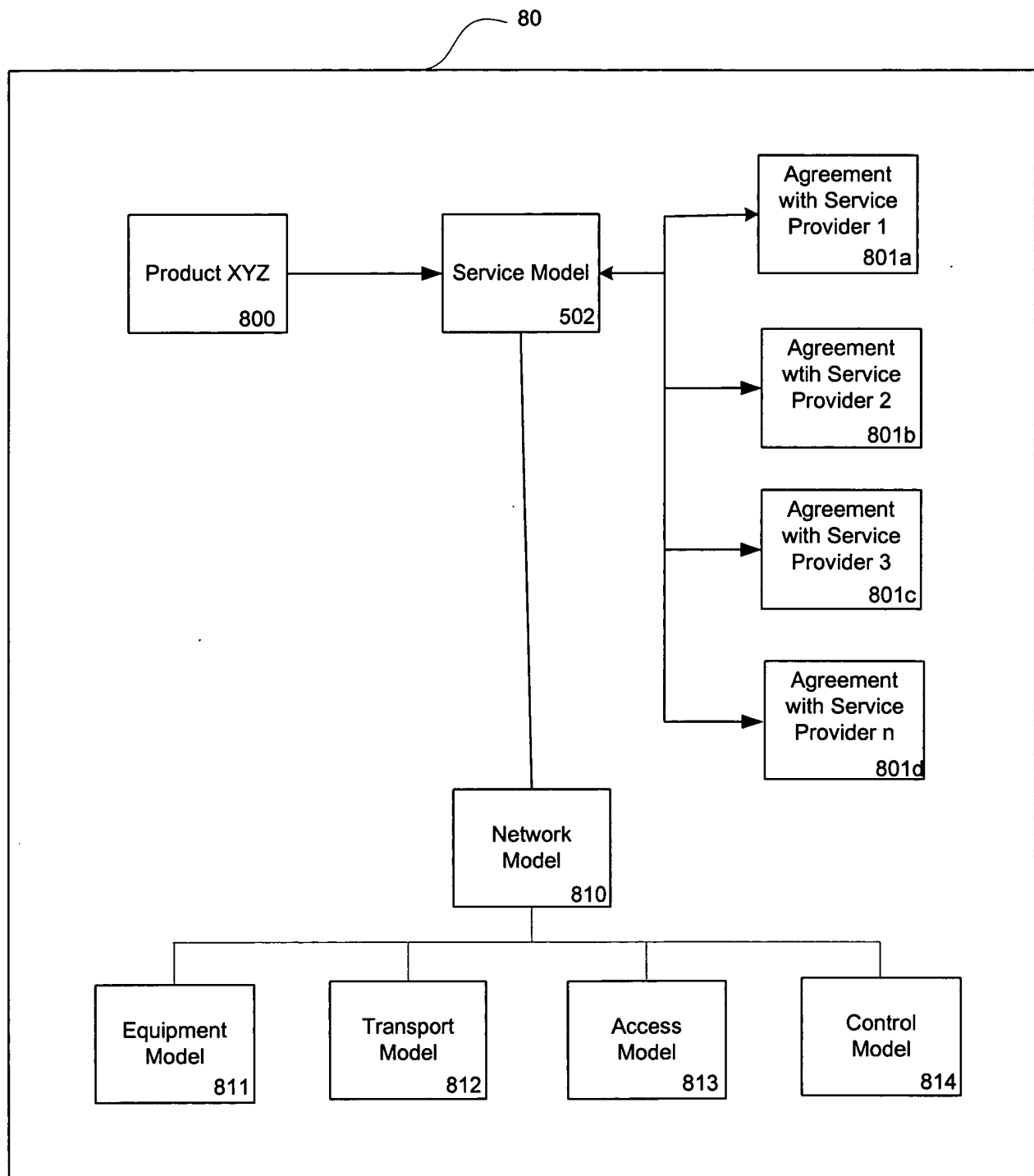


Figure 7 - Example Sales Proposal Cycle





**Figure 8 - Service Model Management System**